on the Enquiry desk and to answer the enquiry calls are the most rude, arrogant, unenthusiastic and abuse the common public who approach them for railway enquiries;

(b) what steps will be taken to see that proper persons are kept to man these sensitive desks; and

(c) what steps will be taken to improve presently worst condition of the Nagpur railway station?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS, PARLIAMENTARY AFFAIRS AND PLANNING AND PROGRAMME IMPLEMENTATION (SHRI RAM NAIK): (a) No specific complaint about rude behaviour of Enquiry Clerks at the Nagpur railway station has been received.

(b) and (c) Any incident of rude behaviour on the part of the staff is viewed seriously and the staff found at fault is taken up under Discipline and Appeal Rules. In order to improve the working of enquiry office, three telephone lines have recently been provided in addition to four existing lines. Four new lines have also been added to Interactive Voice Response System (IVRS) at the station.

Conversion of the metre gauge lines into broad-gauge

2093. SHRI M. VENKAIAH NAIDU: Will the Minister of RAILWAYS be pleased to state:

(a) whether Government propose to convert all the metre gauge lines into broad gauge;

(b) if so, the details thereof alongwith the names of such lines and the total length to be converted;

(c) the time by which this work is likely to be completed; and

(d) the expenditure likely to be incurred thereon alongwih the per km. cost of conversion?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS, PARLIAMENTARY AFFAIRS AND PLANNING AND PROGRAMME IMPLEMENTATION (SHRI RAM NAIK): (a) No, Sir.

(b) and (c) The lines converted so far, works in progress and those planned for conversion together with the likely time of completion wherever decided are indicated in the Annexure (*See* Appendix 184, Annexure No. 64)

(d) The expenditure incurred so far since 1.4.92 is Rs. 5229.22 crs. Rs. 803 crs. are planned to be spent in 1998-99. The funds to be provided in the coming years will depend on the overall availability of resources. The per km. cost of conversion is about Rs. 1.2 crs. at current rates.

Proposal to construct a fly-over at Kuppam in Andhra Pradesh

2094. DR. Y. LAKSHMI PRASAD: Will the Minister of RAILWAYS be pleased to state:

(a) whether Government propose to construct a fly-over at Kuppam in Andhra Pradesh on 50% cost basis;

(b) if so, whether the sanction has been issued in this regard; and

(c) if not, the reasons for delay?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS, PARLIAMENTARY AFFAIRS AND PLANNING AND PROGRAMME IMPLEMENTATION (SHRI RAM NAIK): (a) Yes, Sir, in lieu of Level crossing No. 101.

(b) and (c) The work has been included in the Railway Budget 1998-99. However, it will be taken as sanctioned on passing of the Railway Budget by the Parliament.

Telephone Facility in Rajdhani Express Trains

2095. SHRI SANJAY NIRUPAM: Will the Minister of RAILWAYS be pleased to state:

(a) whether telephone facility has been provided in Rajdhani Express Trains;

(b) if so, the details of other trains where this facility has been provided or is proposed to be provided; and

(c) whether Government have received any complaint about non-functioning of this facility?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS PARLIAMENTARY AFFAIRS AND PLANNING AND PROGRAMME IMPLEMENTATION (SHRI RAM NAIK): (a) Yes, Sir. This facility has so far been provided in 9 out of 12 Rajdhani Express Trains and is being extended to the remaining 3 Rajdhani Express Trains shortly.

(b) The system is being monitored and its extension to other trains would depend upon